

PROPERTY & FACILITIES MANAGEMENT MASTERCLASS

“Optimize Asset Performance and Service Delivery Through Strategic Property & Facilities Management”

Schedule

Date	Venue	Fees
19 - 23 Apr 2026	Riyadh, KSA	USD 3495 per delegate
05 - 09 Jul 2026	Doha, Qatar	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Property and facilities management is evolving into a strategic function, with increasing demands for operational efficiency, tenant satisfaction, sustainability, and cost control. Effective facilities managers must integrate technical, financial, and managerial expertise to support organizational performance and asset value.

This 5-day masterclass equips participants with modern techniques in property operations, maintenance, leasing, space utilization, asset lifecycle planning, and contractor management. The program blends technical knowledge with practical leadership skills to elevate facilities management from maintenance to strategic value creation.

Objectives

By the end of this course, participants will be able to:

- Manage property and facility operations aligned with organizational goals
- Implement maintenance strategies to enhance efficiency and reduce downtime
- Oversee vendor contracts, SLAs, and service performance metrics
- Develop budgets and control costs across FM functions
- Apply sustainability and energy management best practices

Why Attend

- Gain a holistic understanding of property and FM responsibilities
- Learn how to reduce operating costs without compromising service quality
- Strengthen tenant and stakeholder relationships through service excellence
- Stay updated with global FM trends, standards, and digital tools
- Build internal reporting structures to measure and improve FM performance

Target Audience

This program is designed for:

- Facilities and property managers
- Estate managers and building supervisors
- Maintenance managers and FM consultants
- Asset and leasing officers
- Anyone responsible for managing buildings, spaces, and FM services

Individual Benefits

Key competencies that will be developed include:

- Operational planning and maintenance management
- Service level agreements and contractor performance monitoring
- Budgeting, lifecycle costing, and cost optimization
- Risk, health & safety, and emergency preparedness in facilities
- Application of digital tools in modern FM

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved space utilization and asset lifecycle management
- Reduced operational costs through planned maintenance and energy use
- Enhanced tenant satisfaction and retention
- Stronger contract and compliance management
- Increased FM team capability and service delivery standards

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - FM standards, systems, and service models
- Case Studies - Building operations, vendor challenges, and smart FM
- Workshops - Budgeting, maintenance planning, and space strategy
- Peer Exchange - Real-world FM issues and cross-sector insights
- Tools - FM scorecards, checklists, contract templates, and audit forms

Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Strategic Role of Facilities & Property Management

- Module 1: Introduction to FM and Property Management (07:30 – 09:30) • Scope, responsibilities, and industry trends
- Module 2: Stakeholder and Tenant Relations (09:45 – 11:15) • Communication, service requests, and satisfaction metrics
- Module 3: Workshop – Building a Tenant Service Framework (11:30 – 01:00) • Create a tenant interaction and feedback plan
- Module 4: Compliance, Legal, and HSE in FM (02:00 – 03:30) • Key regulations, inspections, and incident response

Day 2: Maintenance & Asset Lifecycle Management

- Module 1: Maintenance Strategies and Planning (07:30 – 09:30) • Preventive, predictive, and reactive models
- Module 2: Asset Lifecycle and Capital Planning (09:45 – 11:15) • Lifecycle costing, asset renewal, and depreciation
- Module 3: Workshop – Maintenance Schedule Design (11:30 – 01:00) • Build a preventive maintenance plan for key assets
- Module 4: Energy Efficiency and Sustainability (02:00 – 03:30) • Energy audits, green buildings, and sustainability metrics

Day 3: Budgeting and Financial Management

- Module 1: Budget Development for FM (07:30 – 09:30) • OPEX and CAPEX planning for facilities
- Module 2: Cost Control and Optimization (09:45 – 11:15) • Analyzing spend, reducing waste, and contract savings
- Module 3: Workshop – FM Budget Planning Exercise (11:30 – 01:00) • Prepare a basic FM cost model
- Module 4: Lifecycle Costing and ROI Analysis (02:00 – 03:30) • Long-term value planning and investment decisions

Day 4: Contract, Vendor & Risk Management

- Module 1: Service Level Agreements (07:30 – 09:30) • KPIs, SLAs, and vendor scorecards
- Module 2: Managing Contractors and Outsourcing (09:45 – 11:15) • Procurement, supervision, and quality assurance
- Module 3: Workshop – SLA and Vendor Evaluation (11:30 – 01:00) • Draft a service performance checklist
- Module 4: Risk, Security, and Business Continuity (02:00 – 03:30) • FM risk planning and emergency response protocols

Day 5: Technology, Reporting & Performance Improvement

- Module 1: Digital Tools in FM (07:30 – 09:30) • CAFM, IWMS, mobile apps, and smart tech in buildings
- Module 2: FM Metrics, Audits & Reporting (09:45 – 11:15) • Developing dashboards and FM performance indicators
- Module 3: Workshop – FM Performance Scorecard (11:30 – 01:00) • Build a reporting framework for key FM functions
- Module 4: Final Review and Action Planning (02:00 – 03:30) • Key takeaways, next steps, and personal development goals

Certification

Participants will receive a Certificate of Completion in Property & Facilities Management Masterclass, validating their ability to manage property operations, vendor performance, maintenance, and strategic planning for optimized facilities performance.

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